








PROGRAM

Wednesday 28 February, Sydney

	Session	Speakers and chairs
9.45am	Opening remarks/acknowledgment of country/ASFA research	Mary Delahunty, CEO, ASFA
10.00am 	Session 1A Where we're at, where we need to go What do we need to consider so that group insurance can truly meet the requirements of the objective of super? The session will reflect on what has been achieved to date, highlight opportunities to even better serve members interests and tie-in with APRA's expectations for the industry. It will draw on observations of good practice in Australia and internationally and touch on product, pricing, administration, and legislative innovation.	Mark McClenahan, Swiss Re Chair: Jan Swinhoe, Mercer
10.25am 	Session 1B Let's talk product The industry is ripe for a re-evaluation of product, particularly as it pertains to the member lifecycle. As we strategise and deliver new benefits to members, particularly as they approach the retirement phase, how can we ensure we get the education and engagement process right? This session will explore product design considerations, how we can better use member data and the role of advice.	Renee Voutt, Metlife Kimberley Robinson, Swiss Re Ian Lorimer, Unisuper Chair Surath Fernando, WTW
11.05am	Morning tea	
11.20am 	Session 2 Integrating the ecosystem for seamless digital engagement So much of how we engage with members is enabled through digital channels, but challenges remain in making insurance and retirement experiences seamless. Beyond enabling 'flashy' front-end digital solutions, how are the complexities behind the scenes being addressed to create faster, more responsive and personalised outcomes for members. This session will look at the benefits superannuation funds, administrators and insurers are seeing from improvements to date and where further innovation is required across the insurance in superannuation ecosystem.	Kate Leplaw, AustralianSuper Adam Gee, Grow Inc. Chair and Speaker: Jenny Nguyen, TAL
12.05pm  	Session 3 Staking a claim, conquering complaints The government has clearly signalled that the industry needs to do better on claims handling. While the overarching performance figures show a solid response to claims, a spike in the number of complaints from members is cause for concern. This session brings together all the stakeholders – funds, insurers and administrators and utilising the expertise in the room try to sort out the fact from fiction.	Kerry Vogel, Insignia Financial Melissa Davies, SS&C Chair and Speaker: Darren Wickham, Zurich

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12.45pm 	Session 4 TPD and disability cover – the evolving needs and expectations of members Starting off with the latest research from MLC Life exploring evolving member needs and expectations of disability cover in super, including revealing insights on gender-specific disparities. Hear first hand from a member who has navigated the disability cover journey. Their personal story will offer a window into the real-world experience, challenges, and triumphs. Industry experts will then come together for a dynamic panel discussion where we will explore evolving role and future landscape of TPD.	Sam and Cam Bloom, <i>MLC Life Insurance in partnership with Sam Bloom</i> Alison Bodinnar, MLC Life Insurance Chair: Fiona La Greca, TelstraSuper
1.25pm	Lunch	
2.15pm	Session 5 A deep dive into TPD ASFA’s landmark paper on the future of group insurance identified two key themes that can underpin an industry-wide approach to delivering the best possible TPD offering – better data, and enhanced intervention powers to support members’ wellness and return to work. Join us as a panel of leading thinkers from all of Australia’s group insurers looks at the ways TPD can evolve to deliver maximum value for members. This interactive session will get real-time feedback from delegates and put forward blue-sky thinking on ways this vital benefit can thrive in the current insurance ecosystem.	Anthony Clough, AIA Lina Saliba, MetLife Alison Bodinnar, MLC Life Insurance Jenny Oliver, TAL Jen Faglioni, Zurich Chair and Speaker: Penny Paré, Australian Retirement Trust
3.30pm	Afternoon tea	
3.45pm 	Session 6 Preventative, proactive – the new frontier for wellbeing This session will showcase an innovative program that empowers people to take ownership of their own recovery. The digital resiliency program was piloted by Hesta, with its partners AIA Australia and digital wellness solutions provider Leapforward. Hear how the program was piloted and the success achieved in improving numerous members’ recovery journeys.	Gaby Pirana, HESTA Libby Roberts, LeapForward Chair and Speaker: Damien Mu, AIA
4.20pm	Session 7 The regulatory update Our regulators will give their thoughts on the agenda for 2024 as it relates to group insurance in super. We’ll also feature a representative from AFCA, to give feedback on the complaints handling process.	Adrian Rees, APRA Heather Gray, AFCA Jane Eccleston, ASIC Chair: Jonathan Steffanoni, QMV

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5.00pm	<p>Session 8 Genetic testing – the implications for super and group insurance With the government considering changing the Disability Discrimination Act to prevent life insurers from using genetic testing results, this session will unpack the ethics and look at how it may impact funds and group insurance offerings.</p>	<p>Kris Barlow-Stewart AM, Genetic Alliance Australia</p> <p>Dr. Fei Huang, UNSW</p> <p>Chair and Speaker: Alan Merten, Deloitte</p>
5.30pm	Event closing remarks	
5.35pm	Networking Drinks	
6.30pm	Event concludes	